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AUTHOR McLaughlin, Pamela, Comp.
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ABSTRACT

The 15 articles on end-users and online searching that are annotated in this bibliography were published during 1984 and 1985 and cited in Current Index to Journals in Education (CIJE) and Resources in Education (RIE). The documents and articles cover a variety of issues and perspectives including: criteria for implementation of end-user online search services in academic libraries; alternatives to the Boolean system that enable users of online bibliographic databases to obtain their required level of performance at lowest cost; the changing role of the librarian in online searching; the impact of end-user searching on library staff and users; barriers to the use of current online retrieval systems by novice users; comparisons of traditional online interviews with presearch counseling sessions for client searchers; microcomputer-based search systems; recent developments in end-user searching; results of a study evaluating 20 university-based first time users of BRS/After Dark; and situational and personal factors affecting use of a computer-based information service for 126 end-user searchers of MEDLINE. (THC)

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INFORMATION RESOURCES ON. . .

END-USERS AND ONLINE SEARCHING

A Selected ERIC Bibliography

Citations in this bibliography were selected from the Educational Resources Information Center (ERIC) indexes Current Index to Journals in Education (CIJE) and Resources in Education (RIE).

March 1985 Compiled by Pamela McLaughlin

ED266806

Buckingham, Sarah. (1985). Choosing an end-user on line searching system. Education Libraries, 10(2-3), 41-44. (UMI: EJ 318 768)

Defines criteria for implementation of end-user online search service in academic library (ease of use, flexibility, administrative ease, security, compatibility). Describes software, gateways, user friendly vendors, and straight vendor searching. List of vendors is appended.

Cleverdon, Cyril. (April, 1984). Optimizing convenient online access to bibliographic databases. Information Services and Use, 4(1-2), 37-47. (UMI: EJ 312 281)

Discusses alternatives to the Boolean system that would enable users on online bibliographic databases to obtain their required level of performance at lowest cost. Highlights recall and precision factors and decisions regarding database choice.

Dalrymple, Prudence W. (Winter, 1984). Closing the gap: The role of the librarian in online searching. RQ, 24(2), 177-85. (UMI: EJ 314 066)

Based on literature review, issues addressed include changing role of librarian, interviewing, evaluation, user training, and information service management. Future trends are noted and 43 references are listed.

Dodd, Jane, And Others. (January, 1985). Texas A&M University Library. A final report from the public services research projects. A comparison of two end user operated search systems. One of a series of self-studies and research projects. Washington, DC: Association of Research Libraries, Office of Management Studies. (EDRS: ED 255 224; paper copy available from ARL-OMS, 1527 New Hampshire Ave., NW, Washington, DC 20036; $15.00 per copy, prepaid)

Summarizes research undertaken to determine the impact of end user searching on library staff and users. Search planners and flip charts, questionnaires, publicity piece, and follow-up study are appended.

Flynn, Karen L. (Spring, 1985). The 3M experience: Use of external databases in a large diversified company. Special Libraries, 76(2), 81-87. (UMI: EJ 318 664)

Outlines traditional and nontraditional information services developed at 3-M to exploit power and value of databases and support goals of Independent Searching Program.

Hawkins, Donald T., and Louise R. Levy. (November 1985). Front end software for online database searching, Part 1: Definitions, system features, and evaluation. Online, 9(6), 30-37. (UMI: EJ 325 583)

Initial article in series of three discusses barriers to use of current online retrieval systems by novice users and notes reasons for development of front end and gateway systems. Definitions, features, user interface, location, and evaluation are covered.

Hunter, Janne A. (May, 1984). When your patrons want to search--the library as advisor to end users. . .A compendium of advice and tips. Online, 8(3), 36-41. (UMI: EJ 301 638)

Presents suggestions to librarians for helping patrons who want to perform online searches on their own. Background information, hardware training, continuing help and document delivery are discussed.

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Janke, Richard V. (November 1984). Online after six: End user searching comes of age. Online, 8(6), 15-29. (UMI: EJ 310 327)

Description of University of Ottawa search service highlights user survey, after hours service, regulations, librarian training, publicity, implications, comparison of end user vs. intermediary searching, presearch connecting questionnaire and 79 item bibliography are appended.

Janke, Richard V. (September, 1985). Presearch counseling for client searchers (end-users). Online, 9(5), 13-26. (UMI: EJ 322 459)

Compares traditional online interview with presearch counseling session for client searcher and presents model session. An online self-service worksheet and 102 item bibliography are appended.

Kleiner, Jane P. (Summer, 1985). User searching: A public access approach to Search Helper. RQ, 24(4), 442-51. (UMI: 321 347)

Discusses public access mode of Search Helper, a microcomputer based search system. Describes preparations, procedures, and use for first year of operation in academic library. Conclusions and recommendations complete the article.

Lyon, Sally. (1984). End-user searching of online databases: A selective annotated bibliography. Library Hi Tech, 2(2), 47-50. (UMI: 307 170)

Twenty-six item bibliography cites articles and conference proceedings from 1981-1984. Sections are End-User Services and Systems, End-User versus Intermediary, and Training of the End-User. Role of intermediaries and costs are addressed.

Ojala, Marydee. (Spring, 1985). End user searching and its implications for librarians. Special Libraries, 76(2), 93-99. (UMI: EJ 318 665)

Highlights recent developments in end-user searching, appropriate searches, psychological factors, role of librarians, policies and trends.

Quint, Barbara. (May, 1985). Format searching. . .A technique that helps new end-user searchers cover huge databases with simplified search strategies. Online, 9(3), 123-28. (UMI: EJ 321 387)

Introduces search techniques that professional searchers often use for locating information by form rather than topic. Database types covered include book/monograph, journal, report, expertise, full text, and the Public Affairs Information Service file.

Trzebiatowski, Elaine. (Summer, 1984). End user study on BRS/After Dark. RQ, 23(4), 446-50. (UMI: EJ 307 054)

Presents results of study evaluating 20 university based first time users of BRS/After Dark. Information on participants, search analysis, end user education, and the role of the intermediary are discussed.

Watt, James H., Jr., and Rebecca Stefanov. (25 May 1984). An exploratory study of factors affecting usage of an on-line computer-based bibliographic retrieval service. Paper presented at the Annual Conference of the International Communication Association, San Francisco, CA. (EDRS: ED 251 062)

Situational and personal factors affecting use of a computer based information service are described for 126 end user searchers of MEDLINE.

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All citations with EJ numbers are journal articles from CIJE and can be obtained from a library, borrowed through interlibrary loan, or ordered through UMI, 300 N. Zeeb Rd., Ann Arbor, MI 48106 ($10.00 per article), if so indicated. Those with ED numbers are from RIE and can be read at an ERIC microfiche collection or ordered in microfiche or paper copy from EDRS, 3900 Wheeler Ave., Alexandria, VA 22304. Call toll free: 800-227-3742 for exact prices of ERIC documents.